

# **THE THREE SHIRES MEDICAL PRACTICE**

## **PRACTICE COMPLAINTS PROCEDURE**

### **PATIENT INFORMATION LEAFLET**

We operate a practice based complaints procedure as part of an NHS system for dealing with complaints, which meets national criteria.

If you have a complaint about the service you have received from the Doctors, or any of the staff, please let us know.

#### **How to complain**

We hope most problems will be resolved at the time they arise. If not, and you wish to make a complaint, please let us know within a few days.

Complaints should be addressed to your Doctor or the Practice Manager, Mr. Mike Lodge, 2 Back Lane, Marshfield, S. Glos. SN14 8NQ or you can write to any of the Doctors in the Practice.

#### **What we will do**

We will acknowledge your complaint within 2 working days and aim to have looked into your complaint within 10 working days. We will:

- Find out what happened and what went wrong
- Make it possible for you to discuss the problem with those concerned
- Make sure you receive an apology, where appropriate.
- Decide what we can do to make sure the problem doesn't happen again

People using the NHS complaints procedure can obtain support and advice from ICAS-the Independent Complaints Advocacy Service. This is a free service and can be accessed on freephone number 0845 1203782

#### **Complaining on behalf of someone else**

If you are complaining on behalf of someone else, we have to know that you have their permission to do so – we keep strictly to the rules of medical confidentiality. A note signed by the person concerned will be needed.

#### **Taking the matter further**

If you remain dissatisfied with the response to your complaint, you have the right to ask the Ombudsman to review your case. This should be done within six months of receipt of the final letter. The Ombudsman's office was established to carry out independent investigations into complaints that government departments, the NHS and a range of other public bodies in the UK, have not acted properly or fairly, or have provided a poor service.

To ask the Ombudsman to look at your complaint you must write to

The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP

However please note that your complaint must have been made locally before the Ombudsman will look at it.